
INFORMATION TECHNOLOGY

MISSION

Information Technology's mission is to help other agencies of Durham County Government better serve the Citizens of Durham.

PROGRAM DESCRIPTION

Department's Purpose:

The Information Technology Department provides consulting, installation and management of computers and technology for the County. This includes engineering and support of the Durham County wide-area-network backbone, desktop support, and applications development and support to the agencies of Durham County Government.

The first priority of the IT Department is to support the existing computers and applications used by the County Agencies to provide services to Durham County Citizens. The goal is to provide a stable, predictable and reliable computing environment.

A second and perhaps more important priority of Information Technology's objectives is to advise, plan, implement and manage new uses of technology to improve the ability of Durham County Agencies to provide effective and efficient service to our citizens.

Organization Description:

Information Technology is organized into four divisions, Development & Support, Operations, Network Services and Administration.

The Development & Support division includes programmers, programmer/analysts and systems analysts. This group is responsible for the support of existing applications including the internet and intranet web sites as well as the project management, analysis, design and programming to define and implement new applications.

The Operations group is responsible for the day-to-day operations in the computer room, the mainframe computers and operating systems, and terminals. This team also coordinates the live applications across agencies inside and outside County government.

The Network Engineering & Support team consists of network professionals with certifications from Novel, Microsoft and other networking, hardware and software vendors. They are responsible for designing and supporting the Durham County Wide-Area-Network, network servers, application servers, desktop workstations and communications.

The Administration group manages accounting, recruiting, planning, fiscal management, etc. Responsibilities also include user relations as well as telephone and telecommunications services and billing, countywide. Another integral part of this group is the IT Help Desk, which is the first point of contact for system requests/problems, phone resolutions and dispatch for all in-person repairs.

2002-03 MAJOR ACCOMPLISHMENTS

- Significantly improved network uptime and reliability by refocusing limited resources and implementing an aggressive monitoring program.
- Enhanced network security resulting in no major outages in the past 12 months due to attacks from outside or virus infections.
- Extended network connectivity to 14 remote sites including smaller Mental Health and Emergency Medical service locations and also to meet the requirements for One-Stop voting.
- Identified the need for a Joint Information Center (JIC) site and developed a contingency plan using surplus equipment and converting the Information Technology Conference room to a JIC site. This plan was activated successfully twice during the severe weather this past winter.
- Implemented the DSS Trust Accounting System to manage funds for citizens under County guardianship.
- Implemented a County-wide Application Support (CAS) database system to manage common data and client records and to reduce duplicate data entry. Initially implemented in DSS, use by all Human Service agencies is planned in the future.

2003-04 MAJOR OBJECTIVES

- Improve Technology Infrastructure by:
 - Replacing obsolete equipment
 - Heightening network reliability and management via replacement of connectivity devices and network security
 - Improving desktop management
- Implement projects from the DSS Information Management (IM) plan:
 - Community Assistance Database
 - Child Protective Services, Daysheet and Client Tracking systems
 - Expansion and State interfaces
- Finalize preparations for the Financial System Replacement/Upgrade (HR/Budget/Payroll/GL)

project that is scheduled for July 2005
implementation

